



Customer Aging

Student Guide

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Customer Aging



Customer Aging

Track 2 End User Training
October 2003

Lesson Objectives



Lesson Objectives

After this lesson, you will know how to:

- Submit aging reports
- View aging on-line

Submitting Aging Reports



Submitting Aging Reports

After this lesson, you will know how to:

→ **Submit aging reports**

- View aging on-line

Accounts Receivable Reports




Accounts Receivable Reports

Oracle Financial Applications provides standard reports to help you determine the current status of a customer's account

- Billing and Receipt History
- Account Status Report
- Aging Report

Purpose of the Billing and Receipt History Report

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Purpose of the Billing and Receipt History Report

The Billing and Receipt History Report displays the transactions and receipts applied to them

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Billing and Receipt History

Report Date: 10-OCT-2003 16:44

Transaction Date Between

Page: 1 of 1


Transaction		Original Amount		Balance Due		Credited Amount		Adjusted Amount		Applied Amount		Receipt Amount	
Number	Type	Due Date	Amount	Due Date	Amount	Amount	Amount	Amount	Amount	Amount	Amount	Amount	Currency
Customer Number: 1834		Customer Name: ACADEMY OF MOLECULAR IMAGING											
TRANSACTION-1 Sponsored In 08-NOV-02		330.50											
		Currency: USD		0.00		0.00		0.00					

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The navigation path to this report is N > Reports > Collections

The Billing and Receipt History Report displays the transactions and receipts segregated by customer for a given date range. The report displays both open and closed transactions.

Billing and Receipt History Report



Billing and Receipt History Report

Billing and Receipt History Report Parameters:

Parameters

Customer Name Low	
Customer Name High	
Customer Number Low	
Customer Number High	
Invoice Number Low	
Invoice Number High	
Invoice Amount Low	
Invoice Amount High	
Balance Due Low	
Balance Due High	
Transaction Date Low	
Transaction Date High	
Account Status Low	
Account Status High	

OK Cancel Clear Help

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Selected Report Parameters

Customer Name Range: Select a customer range from the **LOV**

Customer Number Range: Select a customer range from the **LOV**

Invoice Number Range: Select an invoice number range from the **LOV**

Invoice Amount Range: Enter an invoice amount range


Balance Due Range: Enter a balance due range

Transaction Date Range: Select transaction date range from the **LOV**

Account Status Range: Do not use

For all range fields, if you want the report to run for a single value, enter the same value in the low and high fields.

Account Status Report



Account Status Report

The Account Status Report displays the transactions and receipts received for each customer

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Order By: Customer

Account Status:

Account Status Report

Report Date: 09-OCT-2003 16:19

Page: 1 of 5


Collector	Name	Number	Location	Number	Type	Date	Due Date	Currency	Original Amount	Balance Due
Default C	AMERICAN HEART ASSOCIAT	1087	BILL_TO	TR25V1-1	Spon	12-SEP-03	12-OCT-03	USD	1,090.00	90.00
				TR28V1-1	Spon	09-SEP-03	09-OCT-03	USD	1,090.00	90.00
				TR30V1-1	Spon	08-SEP-03	08-OCT-03	USD	1,090.00	40.00
				TR35V1-1	Spon	03-SEP-03	03-OCT-03	USD	1,090.00	40.00
				TR37V1-1	Spon	01-SEP-03	01-OCT-03	USD	1,090.00	40.00
				TR44V1-1	Spon	01-SEP-03	01-OCT-03	USD	1,090.00	1,090.00
Customer Location Subtotal:										1,390.00
Default C	ARTHRITIS FOUNDATION	1129	BILL_TO	TR136V1-1	Spon	05-SEP-03	05-OCT-03	USD	370.50	70.50
				TR137V1-1	Spon	06-SEP-03	06-OCT-03	USD	370.50	370.50
				TR144V1-1	Spon	13-SEP-03	13-OCT-03	USD	370.50	20.50
				TR146V1-1	Spon	15-SEP-03	15-OCT-03	USD	370.50	20.50
				TR147V1-1	Spon	16-SEP-03	16-OCT-03	USD	370.50	370.50
Customer Location Subtotal:										852.50

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The navigation path to this report is N > Reports > Collections

The Account Status Report displays all the open transactions for a customer, including the original amount, the balance due, and the due date. In addition, the account status report displays any unapplied receipts.

Account Status Report

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Account Status Report

Account Status Report Parameters:

Parameters

Order By

Customer

Account Status Low

Account Status High

Collector Low

Collector High

Customer Name Low

Customer Name High

Customer Number Low

Customer Number High

OK

Cancel

Clear

Help

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Report Parameters


Account Status Range: Do not use

Collector: Do not use

Customer Name Range: Select a customer name range from the **LOV**

Customer Number Range: Select a customer number range from the **LOV**

Aged Trial Balance – 4 Buckets Report



Aged Trial Balance – 4 Buckets Report

The Aging – 4 Buckets Report displays information on open transactions and indicates the number of days outstanding

NATIONAL INSTITUTES OF HEALTH			Aging - 4 Bucket Report			Report Date: 09-OCT-2003 16:24			
Order By: Customer			As of 09-OCT-2003			Page: 1			
FUND: 08024320031RA0									
Invoice Number	Due Type Date	Reference Number	Days Late	% Unpaid	Outstanding Amount	Current	1-30 Days Past Due	31-60 Days Past Due	61+ Days Past Due
AMERICAN HEART ASSOCIATION					1087				
TR25V1-1	Spon 12-OCT-03		-3	8.2	90.00	90.00			
TR28V1-1	Spon 09-OCT-03		0	8.2	90.00	90.00			
TR30V1-1	Spon 08-OCT-03		1	3.6	40.00		40.00		
TR35V1-1	Spon 03-OCT-03		6	3.6	40.00		40.00		
TR37V1-1	Spon 01-OCT-03		8	3.6	40.00		40.00		
TR44V1-1	Spon 01-OCT-03		8	100	1,090.00		1,090.00		
Total:					1,390.00	180.00	1,210.00	0.00	0.00
Customer Balance:					1,390.00	12.95%	87.05%	.00%	.00%
ARTHRITIS FOUNDATION					1129				
TR136V1-1	Spon 05-OCT-03		4	19	70.50		70.50		
TR137V1-1	Spon 06-OCT-03		3	100	370.50		370.50		


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The navigation path to this report is N > Reports > Collections

The Aging – 4 Buckets Report displays the open transactions for each customer and groups them by the number of days they are overdue.

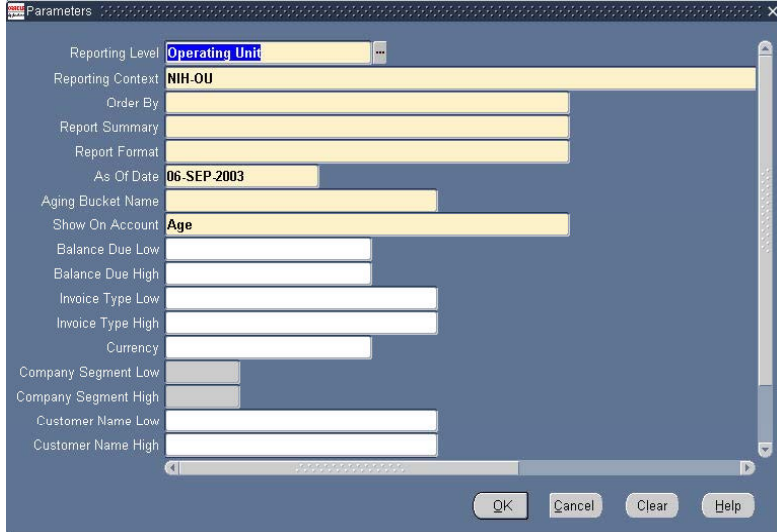
The four buckets include Current, 1-30 Days Past Due, 31 – 60 Days, and 61+ days.

Aged Trial Balance – 4 Buckets Report



Aged Trial Balance – 4 Buckets Report

Aged Trial Balance – 4 Buckets Report Parameters



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Selected Report Parameters

Order By: Use the **LOV** to select the order in which you want the information displayed

Report Summary: User the **LOV** to select the summary type


Report Format: Select Brief or Detailed from the **LOV**

As of Date: Enter the date as of which you want the information to display

Bucket Name: Use the **LOV** to populate **Standard**


Show on Account: Select Summarize or Age from the **LOV**

Practice Lab

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Practice Lab

Lab Time



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Complete Lab 1: Running Aging Reports

Viewing Aging On-Line

**Viewing Aging On-Line**


After this lesson, you will know how to:

- Submit aging reports

→ View aging on-line

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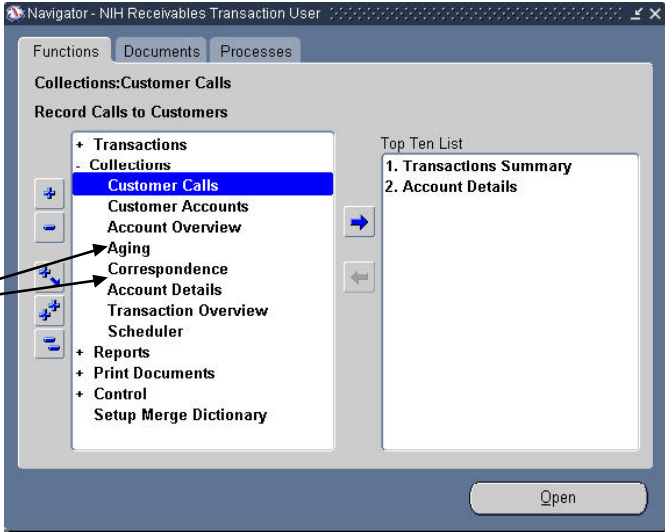
Viewing Aging On-Line

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Viewing Aging On-Line

- You may view a customer's account information on-line in many different formats.
- We will be working under the navigation group > Collections

We will focus on two ways to view customer accounts




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We will review going through the following navigation paths:

N > Collections > Aging

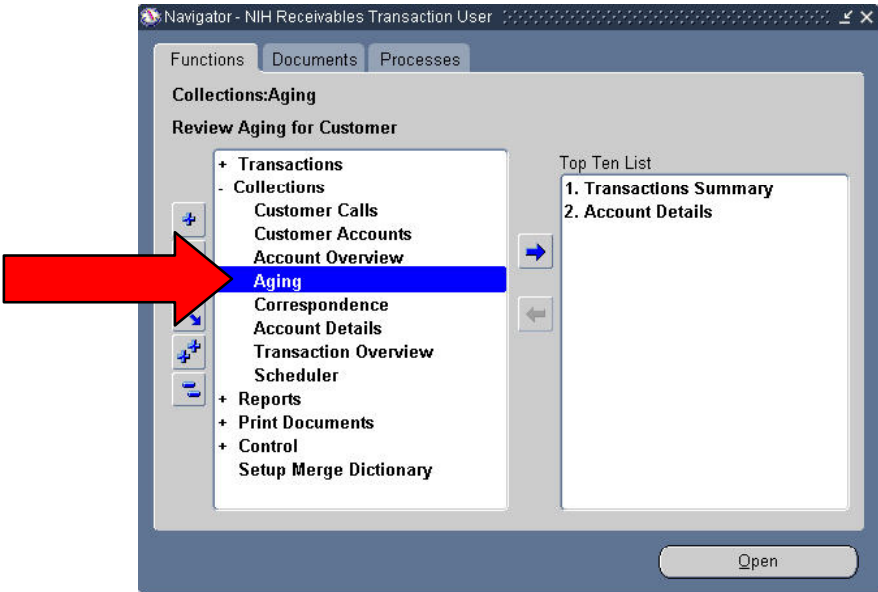
N > Collections > Account Details

Viewing Aging On-Line

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Viewing Aging On-Line

N > Collections > Aging



The screenshot shows a web application window titled "Navigator - NIH Receivables Transaction User". It has three tabs: "Functions", "Documents", and "Processes". The "Functions" tab is active, showing a tree view under "Collections: Aging". The tree view includes "Transactions", "Collections", "Customer Calls", "Customer Accounts", "Account Overview", "Aging" (highlighted with a red arrow), "Correspondence", "Account Details", "Transaction Overview", "Scheduler", "Reports", "Print Documents", "Control", and "Setup Merge Dictionary". To the right of the tree view is a "Top Ten List" section with a list of "1. Transactions Summary" and "2. Account Details". At the bottom right of the window is an "Open" button.

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Customer Aging

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Viewing Aging On-Line



Viewing Aging On-Line

The purpose of the **Aging** window is to give you a snapshot of the customer's account and their open balances by due date

Aging (NIH-OU) - GORDON CONFERENCE

Customer Name	GORDON CONFERENCE	Location	
Number	1332	Currency	

Bucket	Amount
<input checked="" type="checkbox"/> Current	0.00
<input type="checkbox"/> 1-30 Days Past Due	26498.50
<input type="checkbox"/> 31-60 Days Past Due	0.00
<input type="checkbox"/> 61+ Days Past Due	0.00
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
Outstanding Amount	26498.50

Unapplied Cash	4000.00-
On Account Cash	0.00
On Account Credits	0.00
Cash Claims	0.00
Prepayments	0.00
Receipts At Risk	
Customer Balance	22498.50

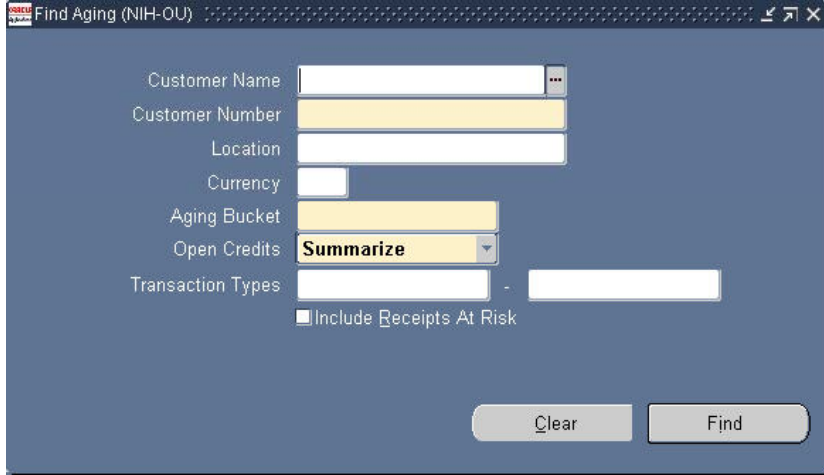
Dispute Amount	0.00
Pending Adjustments	0.00

Account Details

Find Aging

**Find Aging**

When you first enter the Aging window, the **Find Aging** window appears.



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Select the **Customer Name** or **Number** from the LOV

Select the **Location** if you want to select a specific address. (If you do not select a location, information for all locations will be displayed)

In the **Aging Bucket** field, select **Standard**

In the **Open Credits** field, select either **Summarize** or **Age** (See upcoming slides for clarification)

Select the types of transactions in the **Transaction Types** field

Select the **Find** button when you are done entering your search criteria.

Viewing Aging On-Line



Viewing Aging On-Line

You may select the following options for customer credits:

Aging (NIH-OL) - GORDON CONFERENCE

Customer Name: GORDON CONFERENCE
Number: 1332
Location:
Currency:

Bucket	Amount
Current	0.00
1-30 Days Past Due	26498.50
31-60 Days Past Due	0.00
61+ Days Past Due	0.00

Outstanding Amount: 26498.50

Dispute Amount: 0.00
Pending Adjustments: 0.00

Account Details

Credits Not Aged	
Unapplied Cash	4000.00
On Account Cash	0.00
On Account Credits	0.00
Cash Claims	0.00
Prepayments	0.00
Receipts At Risk	

Customer Balance: 22498.50

Aging (NIH-OL) - GORDON CONFERENCE

Customer Name: GORDON CONFERENCE
Number: 1332
Location:
Currency:

Bucket	Amount
Current	0.00
1-30 Days Past Due	22498.50
31-60 Days Past Due	0.00
61+ Days Past Due	0.00

Outstanding Amount: 22498.50

Dispute Amount: 0.00
Pending Adjustments: 0.00

Account Details

Credits Not Aged	
Unapplied Cash	
On Account Cash	
On Account Credits	
Cash Claims	
Prepayments	
Receipts At Risk	

Customer Balance: 22498.50

Summarize:
Appear in the **Credits
Not Aged** block

Age:
Appear in totals listed
in **Aging** block

Viewing Aging On-Line



Viewing Aging On-Line

The **Aging** window displays the total amount of outstanding items for a customer by aging bucket.

Aging (NIH-OU) - GORDON CONFERENCE

Customer Name: GORDON CONFERENCE
Number: 1332
Location:
Currency:

Bucket	Amount
<input checked="" type="checkbox"/> Current	0.00
<input type="checkbox"/> 1-30 Days Past Due	26498.50
<input type="checkbox"/> 31-60 Days Past Due	0.00
<input type="checkbox"/> 61+ Days Past Due	0.00
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Outstanding Amount: 26498.50

Dispute Amount: 0.00
Pending Adjustments: 0.00

Credits Not Aged

Unapplied Cash	4000.00
On Account Cash	0.00
On Account Credits	0.00
Cash Claims	0.00
Prepayments	0.00



Receipts At Risk:
Customer Balance: 22498.50

Account Details

The total amount outstanding for the customer is listed in the **Customer Balance** field.

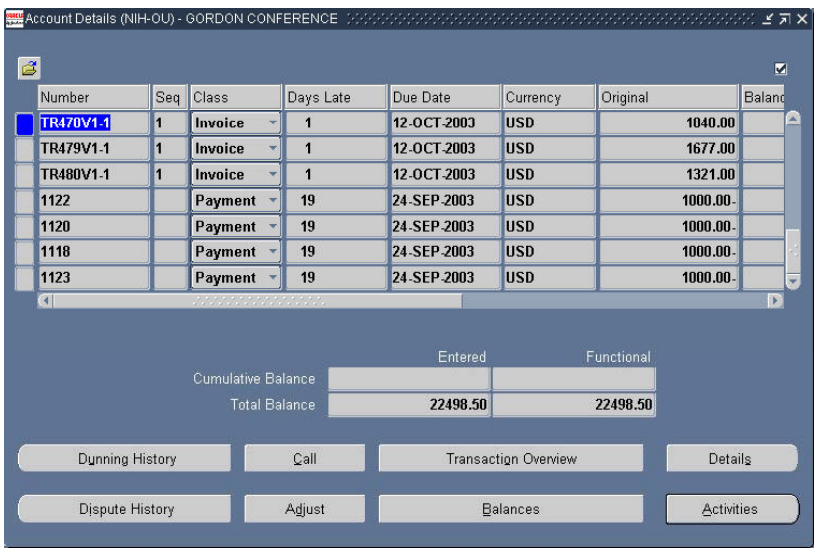
To view the detailed transactions that comprise the aging bucket totals, place your cursor in the bucket you would like to review and select the **Account Details** button.

Account Details



Account Details

In the **Account Details** window, you may view summary information about the transaction or payment.



Number	Seq	Class	Days Late	Due Date	Currency	Original	Balance
TR470V1-1	1	Invoice	1	12-OCT-2003	USD	1040.00	
TR479V1-1	1	Invoice	1	12-OCT-2003	USD	1677.00	
TR480V1-1	1	Invoice	1	12-OCT-2003	USD	1321.00	
1122		Payment	19	24-SEP-2003	USD	1000.00	
1120		Payment	19	24-SEP-2003	USD	1000.00	
1118		Payment	19	24-SEP-2003	USD	1000.00	
1123		Payment	19	24-SEP-2003	USD	1000.00	

Cumulative Balance: Entered: Functional:

Total Balance: 22498.50 22498.50

Dunning History Call Transaction Overview Details

Dispute History Adjust Balances Activities



To view the details of the transaction, select the **Details** button.

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When you select the **Account Details** button, you are brought into the **Account Details** window.

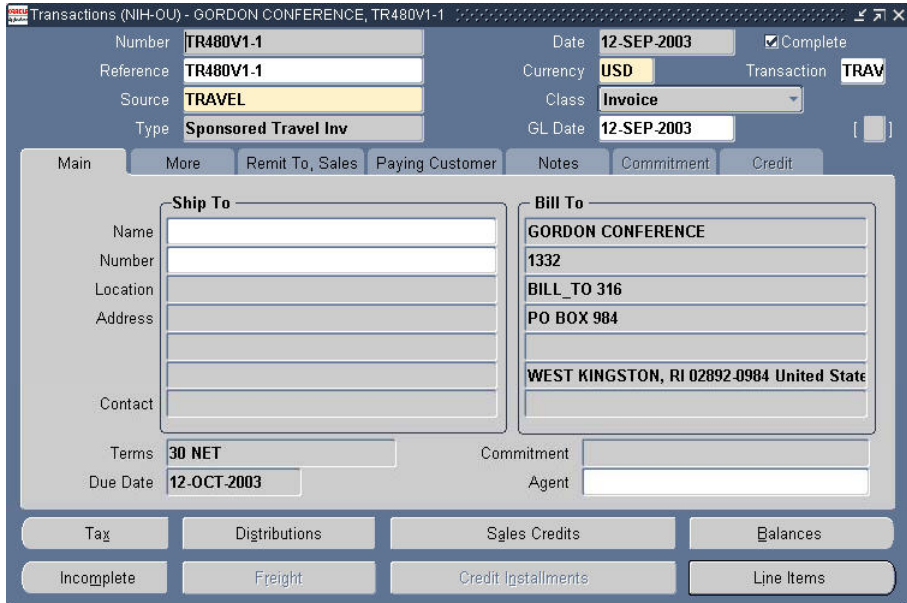
Use the horizontal scroll bar to see summary information related to the transaction or receipt.

Details Button

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Details Button


When you select the **Details** button, you are brought to the Transactions or Receipts window depending upon the item that was selected.



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Note: You may only view the windows for which you have access. For example, only those with access to the transactions window can view invoices. Only those that have access to the receipts window can view the receipt details.

Viewing Aging On-Line

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Viewing Aging On-Line

N > Collections > Account Details

Navigator - NIH Receivables Transaction User

Functions Documents Processes

Collections:Account Details

Review Customer Account Details

- + Transactions
- Collections
 - Customer Calls
 - Customer Accounts
 - Account Overview
 - Aging
 - Correspondence
 - Account Details**
 - Transaction Overview
 - Scheduler
- + Reports
- + Print Documents
- + Control
- Setup Merge Dictionary



Top Ten List

- 1. Transactions Summary
- 2. Account Details

Open

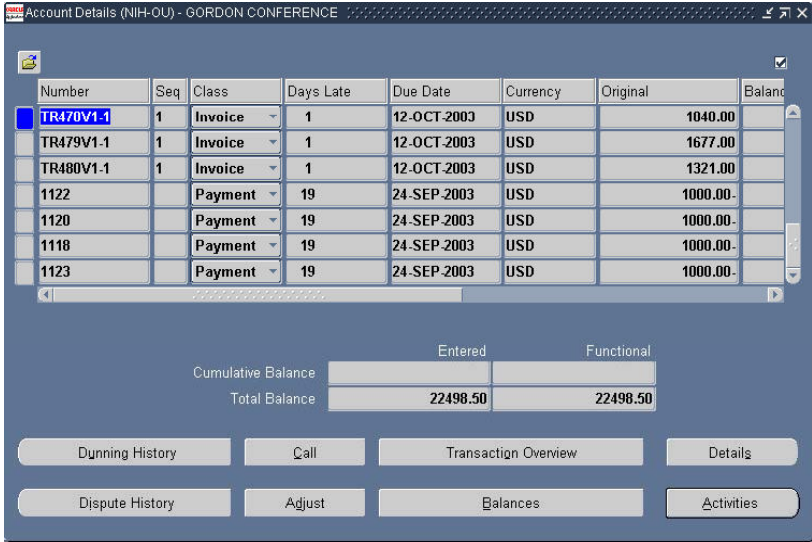
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Account Details



Account Details

In the **Account Details** window, you may view summary information about the transaction or payment.



Number	Seq	Class	Days Late	Due Date	Currency	Original	Balance
TR470V1-1	1	Invoice	1	12-OCT-2003	USD	1040.00	
TR479V1-1	1	Invoice	1	12-OCT-2003	USD	1677.00	
TR480V1-1	1	Invoice	1	12-OCT-2003	USD	1321.00	
1122		Payment	19	24-SEP-2003	USD	1000.00	
1120		Payment	19	24-SEP-2003	USD	1000.00	
1118		Payment	19	24-SEP-2003	USD	1000.00	
1123		Payment	19	24-SEP-2003	USD	1000.00	

Cumulative Balance: Entered: Functional: 22498.50 22498.50

Buttons: Dunning History, Call, Transaction Overview, Details, Dispute History, Adjust, Balances, Activities

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This is the same window that appears when you select the **Account Details** button from the **Aging** window.

Find Account Details

When you first enter the **Account Details** window, the **Find Account Details** window appears.

Find Account Details (NIH-OU)

Trans Num Sequence
Source Class
Due Date -
Days Late -
Currency Status
Sales Order Purchase Order

Bill To Customer
Name Number
Location

Amounts
Original -
Balance Due -

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- Enter your search criteria
- Select the **Find** button.

Selected Search Criteria

Trans Number: Enter the invoice, debit memo, or receipt number or select it from the **LOV**

Source: For Track 2, select **Sponsored Travel** from the **LOV**

Class: Select Invoice, Debit Memo or Receipt from the drop down menu.

Due Date Range: Enter a due date range

Date Late Range: Enter a number of days late range

Status: Select Open, Closed, or Blank. If you select blank, then both open and closed items will be displayed.


Bill To Customer Name: Select the Bill-To customer name from the **LOV**. Note: If you select a Trans Number, this information will default.

Bill To Customer Location: Select the Bill-To location from the **LOV**. Note: If you select a Trans Number, this information will default.

Amounts: Original Range: Enter a range for the original amount of the transaction or receipt

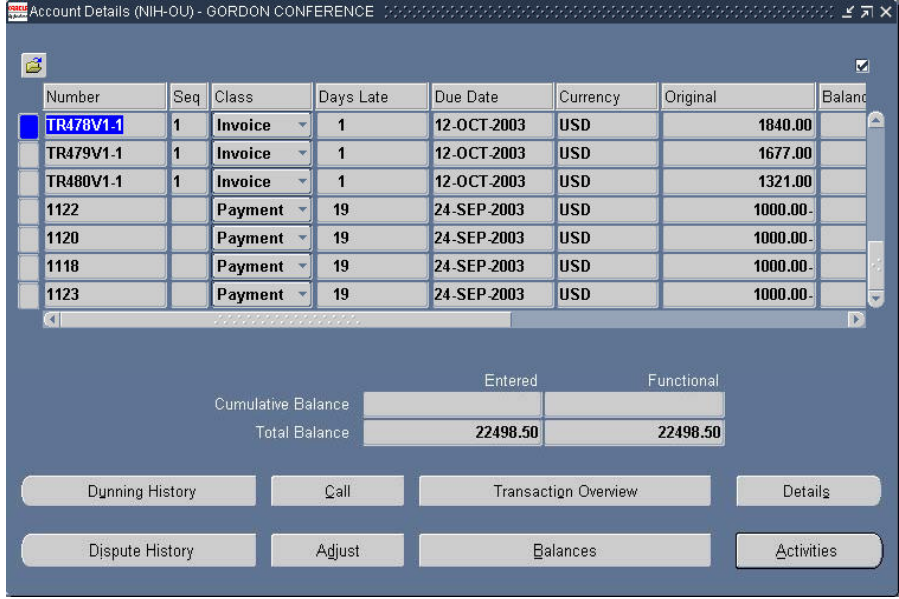
Amounts: Balance Due Range: Enter a range for the balance due on the transaction

Account Details Window

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Account Details Window

In the **Account Details** window, you may view summary information about the transaction or payment.



Number	Seq	Class	Days Late	Due Date	Currency	Original	Balance
TR478V1.1	1	Invoice	1	12-OCT-2003	USD	1840.00	
TR479V1.1	1	Invoice	1	12-OCT-2003	USD	1677.00	
TR480V1.1	1	Invoice	1	12-OCT-2003	USD	1321.00	
1122		Payment	19	24-SEP-2003	USD	1000.00	
1120		Payment	19	24-SEP-2003	USD	1000.00	
1118		Payment	19	24-SEP-2003	USD	1000.00	
1123		Payment	19	24-SEP-2003	USD	1000.00	

Cumulative Balance

Entered

Functional

Total Balance

22498.50

22498.50

Dunning History

Call

Transaction Overview

Details

Dispute History

Adjust

Balances

Activities

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Use the horizontal scroll bar to view summary information on the invoice, debit memo, or receipt.

If you want to review the original amount, invoice adjustments, and receipts applied, select the **Balances** button.

If you want to review the details of the transaction, select the **Details** button.


If you want to review the transaction overview, select the **Transaction Overview** button.

If you want to adjust the invoice, select the **Adjust** button.


At this time, the NIH is not using functionality covered by the other buttons.

Note: You may use the export feature to export the information located in this table to excel.

Practice Lab

**Practice Lab**

Lab Time



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Complete Lab 2: Viewing Customer Aging On-Line

Lesson Summary



Lesson Summary

In this lesson, you learned how to:

- Submit aging reports
- View aging on-line

